A STUDY ON HUMAN RESOURCE MANAGEMENT PRACTICES IN MAHARASHTRA STATE ROAD TRANSPORT CORPORATION WITH REFERENCE TO NANDED DIVISION

A Synopsis submitted for Ph.D. Registration in Commerce

Submitted to

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED-431606

स्वामी रामानंद तीर्थ मराठवाडा विद्यापीठ, नांदेड.

For the Degree of Doctor of Philosophy (Ph.D.)

Under the faculty of commerce in the subject of Commerce

Research Student

Santosh Ramesh Sontakke

Research Guide

Dr. H.S. Patange

(M.Com., M.A.(Eco.), B.Ed., SET (Com.& Mgt.), NET (Com.), Ph.D.)

Professor & Head: Dept, of Commerce

Yeshwant Mahavidyalaya, Nanded 431 602 (M.S.)

Research Centre

Yeshwant Mahavidyalaya, Nanded- 431602

Introduction

Human Resources are the most strategic resource and no other resource can be fully utilized to generate income and wealth to any organization or nation without the active involvement of the HR, thus it is considered for determining the efficiency and effectiveness of any organization. The excellent Indian corporations are realizing the need for realigning human resource processes to meet the challenges of development. They are shifting from impersonal to personal relationship. They are also considering people as the agents of change. As a result efforts are made to ensure the quality life of people within their organizations. They are shifting their focus from individual to team performance.

Human resources are being optimized through effective relationship cutting across hierarchy and organizational boundaries. The excellent corporations have also moved towards shared leadership where mutual respect characterizes interpersonal relationship. The organizational policy is geared towards meeting the needs of employees, customers, suppliers and stakeholders. The excellent corporations are visionary, i.e. reflecting the dreams and aspiration of their people. HRM practices directly or indirectly affects several other variables in the organization. The following relationships have been identified in the literature. HRM practices help the organizations to achieve competitive advantage. According to the resource based view of the firm, competitive advantage can be developed and sustained by creating value in a way that is rare and difficult for competitors to imitate and the quality the human resource within is difficult to imitate.

Employee-employer relations can be made improved if the organization implements effective HRM practices. A survey reveals the consequences of effective human resource management practices on employees trust, its result indicated a positive and significant influence of empowerment, organizational communication and procedural justice as determinants of employees trust in their managers. It also indicated that procedural justice mediates the impact of employee development on their trust in their managers. The HRM practices help the organization to increase mutual understanding between the employees and the employer.

Generally the application of promoting HRM practices on the grounds that human resources are frequently underutilized. Employees often perform below their potential. Bailey points out that HRM practices may have an influence on employee skills and motivation. HRM practices influence employee skills through the acquisition and development of a firm's human capital. Recruiting procedures and selection regimes will have an influence over the quality and type of skills new employees possess.

The results indicated that HRM practices had partially a direct effect on customer perceptions of service quality and an indirect effect through employees' service behavior. This means that service behavior only partially mediates the relationship between human resource management practices and service quality. The implementation of HRM practices in any organization leads to enhance their employee commitment. Hence, the HRM practices enhance organizational performance. HRM practices and workers overall job satisfaction based on their satisfaction with pay. The result indicated that several HRM practices raise workers overall job satisfaction and their satisfaction with pay.

Need for the Study

Road Transport in any country plays an important role not only in satisfying transportation needs but also in the growth of economy. It provides both time as well as place utility. In a country like India majority of the semi-urban and rural population is majorly dependents upon road transport for its day to day travel.

The Maharashtra State Road Transport Corporation is established by State Government of Maharashtra as per the provision in Section 3 of RTC Act 1950. The M.S.R.T. Corporation is operating it's services by the approved scheme of Road Transport Published vide Notification MVA 3173/30303-XIIA dated 29.11.1973 in the official gazette

Maharashtra State Road Transport Corporation (MSRTC) is the third largest state transport undertaking in India with maximum fleet size, which accounts for a 7.3% share of the total fleet size of the State Road Transport Undertakings (SRTUs) (2015-16). Its motto is to provide safe and accident free bus service across the state.

MSRTC has a workforce of about 1,02,000 employees. This force is the real asset of the company. The welfare and well being of this asset has been given top priority by the company.

Hence this topic is selected to study and analyze the human resources management practices in Maharashtra State Road Transport Corporation. and to present conclusions and suggest measures to improve Human resources management practices in Maharashtra State Road Transport Corporation.

RESEARCH METHODOLOGY:

Sources used for data and information collection in the present research work are-

Primary Data: The data will be collected by using questionnaire and interview techniques.

Secondary Data: For secondary data books, journals, magazines, newspapers, official papers of MSRTC, News, periodical, and annual reports will be used.

Information collected through questionnaire will be classified and tabulated. Different tables will be prepared. Information in the tables will be analyzed and interpreted by using simple statistical method such as percentile and average method.

SCOPE OF THE STUDY:

Geographical Scope: In the study employees working in Division Office- Nanded as well as other 9 Depo- **1) Nanded, 2) Bhokar, 3) Kinvat, 4) Mukhed 5) Deglur, 6) Kandhar, 7) Hadgaon, 8) Biloli, 9) Mahur,** will comprise the universe of the study.

Operational Scope: For the study of human resources management practices of MSRTC Nanded Division Seniority employees will be included in the first strata and the second strata, each depo 40 employees included, Circle Seniority employees will be included. Sample size of 360 (12 % percent of the total number of employees) respondents working in all parts of Nanded Division will be selected.

OBJECTIVE OF THE STUDY

1. To study the nature and significance of human resources and the concept of human resource management practices in general.
2. To examine the satisfaction levels of employees on specific human resource management practices followed in MSRTC.
3. To analyze the perceptions of sample respondents with regard to the recruitment, selection and training undergone by them.
4. To assess and enquired into the opinions on wage, salary procedures, the welfare measures of MSRTC and its impact on employees.
5. To evaluate the employer and employee relations based on existing HRM functions/activities of MSRTC.
6. To summarize and suggest the suitable recommendations for the betterment of HR management practices in MSRTC

HYPOTHESES:

The present study aims at testing the following hypotheses.

1. **H0.** There is no significant difference in gender and satisfaction levels of employees

2. **H0.** There is no significant difference in income level and satisfaction levels of employees

3. **H0.** There is no significant difference in age and satisfaction levels of employees

CHAPTER SCHEME:

1. Introduction
2. Research Methodology
3. Human resource procurement policies
4. Training and managerial development
5. Human resource evaluation and compensation management system
6. Human resource maintenance activities
7. Human resource integration strategies
8. Human resource control activities
9. Findings and Suggestions.

The above chapter scheme is tentative. Depending on the actual research work it may change in the course of the study.

Dr. H.S. Patange
(Research Guide)

Sontakke Santosh
(Research Student)